



To: Medicare IPAs
From: IEHP - Provider Relations
Date: July 27, 2021
Subject: **CORE Measure 3.2 – Frequently Asked Questions (FAQs) Update**

In March 2021, CMS provided Frequently Asked Questions (FAQs) updates providing additional clarification for reporting CORE Measure 3.2: *Members with a care plan completed within 90 days of enrollment.*

IEHP would like to specifically highlight updates to CORE 3.2 – Element C: Members unable to be reached, following three documented outreach attempts, to complete a care plan within 90 days of enrollment.

What is considered an unsuccessful outreach attempt?

CMS response:

*In order to consider an outreach attempt as unsuccessful towards three documented outreach attempts for data element C, the MMP must have been **unable** to reach the Member during the outreach attempt.*

For example, if the MMP conducted telephonic outreach to the Member but did not speak with the Member and left a voicemail for the Member, that would be considered an unsuccessful outreach attempt. Conversely, if the MMP spoke with the Member during the outreach attempt and the Member requested a callback at a later time, this would not be considered an unsuccessful outreach attempt, as the MMP successfully reached and spoke with the Member during the outreach attempt.

This information will be further discussed during the monthly CM file reviews.

Detailed specifications may be found in the Medicare-Medicaid Capitated Financial Alignment Model Core Reporting Requirements, which is available on the following website:

<https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/MMPInformationandGuidance/MMPReportingRequirements.html>

As a reminder, all communications sent by IEHP can be also found on our Provider portal at www.iehp.org > Providers > Plan Updates > Correspondences.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054 or (866) 223-4347.